Human Services COVID-19 Emergency Relief Request
March 24, 2020

- The Administration has demonstrated significant leadership in responding to the COVID-19 and is including human services providers in early relief efforts.

- Despite this leadership, human and social services providers are on the verge of collapse due to the unprecedented and accelerating impact of the COVID-19 spread.

- Human service providers protect, care and support thousands of individuals in congregate care and other supportive systems every day.

- Over the past week, hundreds of day programs have closed their doors in order to comply with guidance to limit the size of gatherings.

- Providers are reporting that they are days away from being unable to meet payroll and are laying off staff, closing programs and forced to consider closing their operations entirely.

- **Human service providers need immediate and sustained financial relief to preserve the safety net for the Commonwealth’s most vulnerable individuals.**

- Safety net human service providers need the following:
  1. **Immediate Cash Flow and Steady Payments**
     Frequent, ongoing payments to providers of human services in order to pay personnel costs, insurance and facility expenses to keep services open.

  2. **Access to Personal Protective Equipment (PPE) and Testing**
     Similar to other sectors, human service providers are unable to provide PPE to their workforce who are caring for individuals who have the Coronavirus and working to prevent the spread of infection. Human service providers should be prioritized alongside hospitals and health centers for PPE and testing.

  3. **Extraordinary Costs**
     Providers are taking on extraordinary costs to manage the COVID-19 response. These costs include premium pay to retain staff, overtime and relief, cost of supplies, additional janitorial, or special transportation services.

  4. **Flexibility**
     Extraordinary times demand reasonable compliance flexibility that maintains safety but allows providers to meet the urgent and increasing client needs. This may include temporary flexibility around staffing.